

Arizona Strategic Enterprise Technology Office (ASET)



AZNet II

**Enterprise Infrastructure & Communications
(EIC)**

January 11, 2012



Agenda

1) Program Background & Responsibility

2) Continuity Operational Plan (COP)

3) AZNet I Operations

4) Telecommunications Expense Management

5) Questions and Answers



Program Background

- ❑ AZNet I was awarded January 21, 2005 to Accenture for initial five-year term with two optional 2-year extensions. In January 2006, amendment 2 extended the contract for two years changing initial five years to seven years.
- ❑ The second optional 2-year extension was not exercised and the AZNet I contract will expire on January 31, 2012.
- ❑ The Multisource contracts are:
 - Telecommunications Expense Management
 - Network Services - Pending completion of RFP
 - Voice Services - Pending completion of RFP



Continuity Operational Plan



Continuity Operational Plan

- ❑ Continuity Operational Plan (COP) - we have initiated a COP to meet the needs of State agencies, boards and commissions until AZNet II is operational.
- ❑ Black Box Network Services is under contract to execute the COP and will perform essential state business until the voice and network contracts are awarded and the new contractors are in place and performing.
- ❑ Transition plans with Black Box are in progress, and the ASET EIC team is working directly with Black Box and Accenture to ensure a smooth and seamless transition.
- ❑ COP Hardware has been installed and tested to transition the monitoring of the State Voice and Data Network on 2/1//2012 from AZNet I to COP



Continuity Operational Plan

❑ **New Project Guidelines:** New project requests will be evaluated for the scope, complexity, and level of effort by ASET EIC. Based on the evaluation outcome, project requests will either be submitted under the COP to Black Box Network Services for completion or will be placed in a holding queue for prioritization until the awarded RFP vendors are fully transitioned.

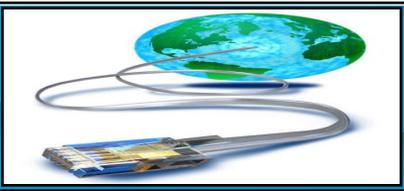
❑ **New RFI Guidelines:** Going forward, all RFI requests will be evaluated by ASET EIC for the scope, complexity, and level of effort. Based on the evaluation outcome, RFI requests will either be submitted under the COP to Black Box Network Services for completion or will be placed in a holding queue for prioritization until the awarded RFP vendors are fully transitioned.

❑ **New Remedy/MAC Guidelines:** MAC requests received after established dates below will be submitted to Black Box Network Services for completion after January 31, 2012 in order to maintain business needs until the awarded RFP vendors are fully transitioned.

- ❖ Hard Macs, 5 PM on 1/24/2012
- ❖ Soft Macs, 5 PM on 1/27/2012
- ❖ Password Resets, 12 Noon on 1/31/2012



AZNet I Operations



AZNet I Operations

- ❑ Accenture Invoices: Please be diligent in processing Accenture invoices for payment. Accenture's last day at the State is **January 31, 2012**. All invoices must be **paid in full** in a timely manner.

- ❑ Projects in Process: If you have an AZNet I project in process, please be focused on tasks your agency has associated with the project to help keep the project on track. **Approval of workbooks not made within three work days will automatically be assumed approved and processed.**

- ❑ Remedy/MAC Guidelines: EIC has instructed AZNet I services provider that all Remedy ticket requests for MACs (move, add, or changes) opened by January 24th, 2012, will need to be completed by AZNet I resources by January 31, 2012 and billed accordingly.

- ❑ The billable items after AZNet I final billing close date in January will be submitted to agencies through manual invoicing by Accenture in February and not through BillPort.



Telecommunications Expense Management



Telecommunications Expense Management (TEM)

❑ System Development

- Same functionality as is available today through AZNet I billing (BillPort)
- Parallel bills are being prepared for gap analysis
- Agency Staff training will be provided
 - ✓ In-Person and Webinars for key agency billing personnel
 - ❖ Sessions are estimated to be 1.5 to 2 hours
 - ❖ Training Dates and venue are being finalized and communicated accordingly
 - ✓ Computer Based Training (CBT)
 - ❖ Will be ready in February



Telecommunications Expense Management (TEM)

- ❑ In late December agencies received their **first Telesoft** invoice in addition to the regular Accenture invoice. The Accenture contract ends 1/31/12 and Telesoft is the provider replacing Accenture for billing and telecommunications expense management services (TEM).
- ❑ The **Telesoft** invoice contained the EIC (formerly TPO) Charge and a “Transition Fee.”
- ❑ The Accenture invoice contained the normal seat/non-seat and carrier charges, but it **did not** contain the EIC Charge.
- ❑ Both invoices are to be paid.



Telecommunications Expense Management (TEM)

□ What is Transition Fee

- A one-time charge allocated to all agencies based upon agency spend (to ensure agencies are paying for their fair share) to cover the costs to the State associated with transitioning billing and TEM services from Accenture to Telesoft.
- The Transition Fee is covered by the IIC
 - ✓ OSPB notified the agencies in early FY2012 that IIC funds should be reserved at the agencies to cover the transitional costs



Telecommunications Expense Management (TEM)

❑ Wireless (Cellular) Billing

- Effective Fiscal Year 2013, Wireless Billing will be billed through the TEM
- Wireless Account Management will reside with the agencies
- More Information on Wireless Billing migration will be shared at later time



Question and Answer

Please submit your questions via the Webinar Tool or by e-mail to
ASET_EIC@azdoa.gov.

All Questions will be compiled and a Q/A sheet will be distributed to all
Meeting Attendees.

Thank you.



POINT OF CONTACTS

NAME	OVERSIGHT RESPONSIBILITY	TRANSITION RESPONSIBILITY	Office #	Email
GARY HENSLEY	CHIEF NETWORKING OFFICER	ALL	602-771-6401	Gary.Hensley@azdoa.gov
MONICA MORAGA	EXECUTIVE STAFF ASSISTANT	ADMINISTRATIVE	602-542-6273	Monica.Moraga@azdoa.gov
JENNETTE WILKINS	PROGRAM MANAGER, CUSTOMER RELATIONS	TELECOMMUNICATION EXPENSE MANAGEMENT MIGRATION	602-364-4044	Jennette.Wilkins@azdoa.gov
MARCO PASCALE	PROGRAM MANAGER, INVENTORY SPECIALIST	ASSET & INVENTORY SYSTEM MIGRATION	602-542-0035	Marco.Pascale@azdoa.gov
NEIL KARACZAN	PROGRAM MANAGER, AUDIT	TELECOMMUNICATION EXPENSE MANAGEMENT MIGRATION	602-771-6402	Neil.Karaczan@azdoa.gov
PAM DREYER	PROGRAM MANAGER, COMPLIANCE	PROJECT, SERVICE REQUESTS COMPLETION AND TRANSITION	602-542-0154	Pam.Dreyer@azdoa.gov
PAUL WIX	PROGRAM MANAGER, COMPLIANCE	PROJECT, SERVICE REQUESTS COMPLETION AND TRANSITION	602-771-6403	Paul.Wix@azdoa.gov
ROBERT FISHER	PROGRAM MANAGER, TELECOMMUNICATION SERVICES	VOICE MIGRATION	602-542-3838	Robert.Fisher@azdoa.gov
SUZAN TASVIBI-TANHA	PROGRAM MANAGER, NETWORK SERVICES	NETWORK MIGRATION	602-542-1111	Suzan.Tasvibi@azdoa.gov